



UNITED STATES DISTRICT COURT – DISTRICT OF COLORADO

Alfred A. Arraj U. S. Courthouse

901 19th Street

Denver, CO 80294

www.cod.uscourts.gov

Operations Support Clerk

Vacancy Announcement #: 2022-03-USDC

POSITION:	Operations Support Clerk
POSITION TYPE:	Full-Time Permanent (Mon – Fri, 8:00 am to 5:00 pm) <i>More than one position may be filled</i>
SALARY RANGE:	CL 23 (\$39,454 - \$64,126) CL 24 (\$43,678 - \$71,040) <i>Starting salary depends on qualifications and experience</i>
OPEN DATE:	Monday, March 21, 2022
CLOSING DATE:	Open until filled; preference given to those that apply by close of business Friday, April 1, 2022
AREA OF CONSIDERATION:	Open to all qualified individuals
LOCATION:	Denver, Colorado

*More than one position may be filled from this vacancy, dependent upon staffing needs and budget funding.
The Court reserves the right to cancel and/or modify this position announcement as needed.*

The Clerk's Office of the United States District Court for the District of Colorado is accepting applications for an Operations Support Clerk position. The Operations Support Clerk is available for assignment to case management duties for all the judicial officers in the district.

The Clerk's Office of the U.S. District Court for the District of Colorado provides effective and efficient administrative and case management assistance and support to the judicial officers of the Court as well as to all others requiring services of the Court. The Operations Support Clerk performs a variety of duties, including receiving, filing, and maintaining files for the Court while assisting customers requesting case information, filing documents, and requesting document copies. This position reports directly to the Case Administration Supervisor.

REPRESENTATIVE DUTIES

The representative duties of this position include but are not limited to:

- Accept appropriate documents, inform customers of required fees, receive payments, and issue receipts. Secure funds in cash register, balance cash drawer at the end of the day, and process credit card payments of court fees.
- Answer and route incoming calls, prepare case files for tracking, assist the public in the use of computerized databases. Provide information to the public without providing legal advice. Ensure data quality. Sort, classify, and file case records. Maintain the integrity of the filing system by monitoring proper access to records and monitoring timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys, and others. Certify court documents and create new case files. Assign case numbers and open cases in the electronic case management system. Docket initial case opening events.
- Prepare, ship, and retrieve records from the appropriate Federal Records Center. Scan, copy, file, pickup, sort, and process mail. Process email received from electronic filers. Maintain the mail meter and meter log. Receive and stamp incoming documents and assist with the maintenance of court files.

- Create and process new case files. Assign cases to judges and/or magistrate judges. Open cases in case management system. Docket initial opening events. Sort, classify, and file case records. Audit cases for closing and check the docket to ensure that all necessary documents are entered, and deadlines are met before generating the closing order.
- Scan and convert documents filed over the counter into image files. Enter documents and proceedings on the case docket. Maintain documents in the appropriate location. Answer phone inquiries regarding case status, archive information, and court procedures. Provide forms via mail or email as required.
- Communicate and respond to all requests regarding operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the Code of Conduct for Judicial Employees and court confidentiality requirements. Always demonstrate sound ethics and good judgment. Handle confidential and sensitive information appropriately.

MINIMUM QUALIFICATIONS

The successful applicant must be a high school graduate (or equivalent) and must have two years of general experience to work at CL 23; must have an additional one year of specialized experience to work at CL 24.

General experience is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position.

Specialized Experience is defined as progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

PREFERRED QUALIFICATIONS

Preference will be given to applicants who are college graduates, have specialized experience in a court (i.e. Federal, State, or Municipal courts), preferably in court administration or justice studies; and experience using a Case Management/Electronic Case Filing (CM/ECF) program, Adobe Acrobat, and Microsoft Office products.

The ideal candidate will possess the following: outstanding customer service skills, ability to prioritize, excellent communication skills (written and verbal), ability to maintain professional appearance and demeanor at all times, ability to show initiative and accountability, flexibility and willingness to work harmoniously with others in a team-based organization. The incumbent must also work efficiently and effectively in a fast-paced atmosphere dealing with numerous and diverse legal issues.

BENEFITS

A generous benefits package is available and includes the following: 13 days of vacation for first three years (which increases with tenure) and 13 days of sick leave, 11 paid holidays, retirement benefits, and Thrift Savings Plan (TSP) including a government match of up to 5%. Optional benefits include health and life insurance, dental and vision insurance, long-term care insurance, a Flexible Benefits Program which includes health, dependent care, and parking reimbursement, RTD EcoPass (depending on budget), and an in-house fitness facility. Also included is the Federal Occupational Health (FOH)/Employee Assistance Programs (EAP). Student loan forgiveness is available to those qualified, pursuant to the terms of the Public Service Loan Forgiveness ([PSLF](#)) program. Court employees may also be eligible for telework or flexible schedules, in accordance with local policy. See the complete list of benefits on our employment [website](#).

ADDITIONAL INFORMATION

Employees must adhere to a Code of Conduct. This position is subject to mandatory fund transfer (EFT) participation, adherence to 8 U.S.C. § 1324b(a)(3)(B) regarding hiring of lawful permanent residents, and FBI fingerprint and background check. All offers are conditional upon the results of a criminal history inquiry. All compensation and promotions are subject to final approval by the Administrative Office of the U.S. Courts.

All new hires are subject to compliance with Courthouse policies pertaining to masks, vaccinations, and testing.

An internal reassignment (current employees of the U.S. District Court for the District of Colorado) requires a mandatory 6-month probationary period. New hires (including transfers from within the Judiciary) require a mandatory 12-month probationary period.

HOW TO APPLY

All qualified applicants should submit the following:

- Application form AO78 (Download it [here](#))
- Current resume and cover letter
- Most recent performance evaluation, if applicable.
- Current or former federal employees, please submit a copy of your latest SF50.

Your application packet must be submitted **as a single pdf document** by email to: cod_hrd@cod.uscourts.gov. Please note “Vacancy Announcement: 2022-03-USDC” in the subject line of the email. Incomplete applications and applications received after the closing date may not be considered.

THE FEDERAL JUDICIARY IS AN EQUAL OPPORTUNITY EMPLOYER